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PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In Re the Application of:) Group Art Unit: 3623
Joseph S. Cox)
) Examiner: Not Known
)

Serial No.: 10/812, 857

Filed: 29 March 2004

Atty. File No.: PAT-005A

For: EMPLOYEE SCHEDULING AND SCHEDULE MODIFICATION METHOD AND APPARATUS

INFORMATION DISCLOSURE STATEMENT

Commissioner for Patents
PO Box 1450
Alexandria, VA 22313-1450

Sir:

The references cited on attached form PTO-1449 are being called to the attention of the Examiner.

Copies of the cited foreign patents and/or U.S. patents and/or non-patent references are enclosed herewith.

Copies of the cited U.S. patents and/or U.S. patent application publications are not enclosed in accordance with the waiver dated July 11, 2003, whereby patent applications filed after June 30, 2003 and international applications that have entered the national stage under 35 U.S.C. § 371 after June 30, 2003 need not submit copies of the U.S. patents and U.S. patent application publications.

Are not enclosed, in accordance with 37 C.F.R. 1.98(d), because the references were submitted to the U.S. Patent and Trademark Office in prior application Serial No. _____ filed _____, which is relied upon for an earlier filing date under 35 U.S.C. § 120.

To the best of the applicants' belief, the pertinence of the foreign-language references are believed to be summarized in the attached English abstracts and in the figures, although applicants do not necessarily vouch for the accuracy of the translation.

CERTIFICATE OF MAILING
(37 C.F.R. §1.8a)

I hereby certify that this paper (along with any referred to as being attached or enclosed) is being deposited with the United States Postal Service on the date shown below with sufficient postage as First Class Mail in an envelope addressed to the Commissioner for Patents, PO Box 1450, Alexandria, VA 22313-1450.

4 October 2004
Date of Deposit

Michele Zarinelli
Michele A. Zarinelli

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Examiner's attention is directed to the following co-pending application(s) for which priority is not being claimed, copies have been or are being submitted:

Serial No. _____ filed _____ (Atty. Dckt. No. _____)
Serial No. _____ filed _____ (Atty. Dckt. No. _____)
Serial No. _____ filed _____ (Atty. Dckt. No. _____)
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Serial No. _____ filed _____ (Atty. Dckt. No. _____)
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Serial No. _____ filed _____ (Atty. Dckt. No. _____)

Examiner's attention is directed to the following co-pending application(s), to which the current application claims priority, copies of at least the claims for such pending application are provided or have been provided:

Serial No. 09/437,833 filed 9 November 1999 (Atty. Dckt. No. PAT-005)
Serial No. _____ filed _____ (Atty. Dckt. No. _____)
Serial No. _____ filed _____ (Atty. Dckt. No. _____)
Serial No. _____ filed _____ (Atty. Dckt. No. _____)
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Serial No. _____ filed _____ (Atty. Dckt. No. _____)
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Submission of the above information is not intended as an admission that any item is citable under the statutes or rules to support a rejection, that any item disclosed represents analogous art, or that those skilled in the art would refer to or recognize the pertinence of any reference without the benefit of hindsight, nor should an inference be drawn as to the pertinence of the references based on the order in which they are presented. Submission of this statement should not be taken as an indication that a search has been conducted, or that no better art exists.

It is respectfully requested that the cited information be expressly considered during the prosecution of this application and the references made of record therein.



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FEES

<input checked="" type="checkbox"/>	<p>37 CFR 1.97(b): No fee is believed due in connection with this submission, because the Information Disclosure Statement submitted herewith satisfies one of the following conditions ("✓" indicates satisfaction):</p> <p><input type="checkbox"/> Within three months of the filing date of a national application other than a continued prosecution application under 37 CFR 1.53(d), or <input type="checkbox"/> Within three months of the date of entry into the national state of an international application as set forth in 37 CFR 1.491, or <input checked="" type="checkbox"/> Before the mailing date of a first Office Action on the merits, or <input type="checkbox"/> Before the mailing of a first Office Action after the filing of a Request for Continued Examination (RCE) under 37 CFR 1.114.</p> <p>Although no fee is believed due, if any fee is deemed due in connection with this submission, please charge such fee to Deposit Account 501880.</p>
<input type="checkbox"/>	<p>37 CFR 1.97(c): The Information Disclosure Statement transmitted herewith is being filed after all the above conditions (37 CFR 1.97(b)), but before the mailing date of one of the following conditions:</p> <p><input type="checkbox"/> (1) a final action under 37 C.F.R. 1.113, or <input type="checkbox"/> (2) a notice of allowance under 37 C.F.R. 1.311, or <input type="checkbox"/> (3) an action that otherwise closes prosecution in the application.</p> <p>This Information Disclosure Statement is accompanied by:</p> <p><input type="checkbox"/> A Certification (below) as specified by 37 C.F.R. 1.97(e). Although no fee is believed due, if any fee is deemed due in connection with this submission, please charge such fee to Deposit Account 501880</p> <p style="text-align: center;">OR</p> <p><input type="checkbox"/> Enclosed is PTO 2038 (Credit Card Payment Form) in the amount of \$180.00 for the fee set forth in 37 C.F.R. 1.17(p) for submission of an Information Disclosure Statement. Please credit any overpayment or charge any underpayment to Deposit Account 501880.</p>
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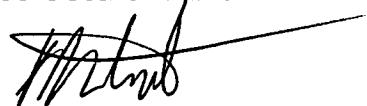
The undersigned certifies that:

Each item of information contained in this Information Disclosure Statement was first cited in any communication from a foreign patent office in a counterpart foreign application not more than three months prior to the filing of this statement. 37 C.F.R. 1.97(e)(1).
 A copy of the communication from the foreign patent office is enclosed.

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No item of information contained in this Information Disclosure Statement was cited in a communication from a foreign patent office in a counterpart foreign application, and, to the knowledge of the undersigned after making reasonable inquiry, no item of information contained in this Information Disclosure Statement was known to any individual designated in 37 C.F.R. 1.56(c) more than three months prior to the filing of this statement. 37 C.F.R. 1.97(e)(2).

Respectfully submitted,
WEST CORPORATION

By: 
Rocco L. Adornato
Reg. No. 40,480



29129

PATENT & TRADEMARK OFFICE

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Omaha, NE 68154

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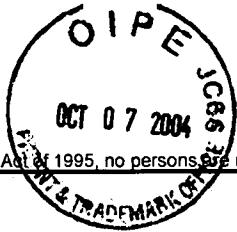
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INFORMATION DISCLOSURE STATEMENT BY APPLICANT

(Use as many sheets as necessary)

Sheet _____

OCT 07 2004

**Complete if Known**

Application Number	10/812,857
Filing Date	29 March 2004
First Named Inventor	Joseph S. Cox
Art Unit	3623
Examiner Name	Not Known
Attorney Docket Number	PAT-005A

U. S. PATENT DOCUMENTS

Examiner Initials*	Cite No. ¹	Document Number	Publication Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Document	Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear
		Number-Kind Code ² (if known)			
	1	US- 3883970	05-20-1975	Campbell	
	2	US- 4700295	10-13-1987	Katsof et al	
	3	US- 4852001	07-25-1989	Tsushima et al	
	4	US- 5053970	10-01-1991	Kurihara et al	
	5	US- 5111391	05-05-1992	Fields et al	
	6	US- 5124912	06-23-1992	Hotaling et al	
	7	US- 5270920	12-14-1993	Pearse et al	
	8	US- 5289368	02-22-1994	Jordan et al	
	9	US- 5325292	06-28-1994	Crockett	
	10	US- 5467268	11-14-1995	Sisley et al	
	11	US- 5499291	03-12-1996	Kepley	
	12	US- 5557515	09-17-1996	Abbruzzese et al	
	13	US- 5615121	03-25-1997	Babayev et al	
	14	US- 5617342	04-01-1997	Elazouni	
	15	US- 5748907	05-05-1998	Crane	
	16	US- 5842182	11-24-1998	Bonner et al	
	17	US- 5911134	06-08-1999	Castonguay	
	18	US- 5960406	09-28-1999	Rasansky et al	
	19	US- 6115693	09-05-2000	McDonough	

FOREIGN PATENT DOCUMENTS

Examiner Initials*	Cite No. ¹	Foreign Patent Document	Publication Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Document	Pages, Columns, Lines, Where Relevant Passages Or Relevant Figures Appear	T ⁶
		Country Code ³ -Number ⁴ -Kind Code ⁵ (if known)				

Examiner Signature

Date Considered

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PTO/SB/08A (08-03)

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Examiner Signature		Date Considered	
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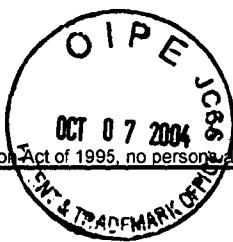
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First Named Inventor	Joseph S. Cox		
Art Unit	3623		
Examiner Name	Not Known		
Sheet	of	Attorney Docket Number	PAT-005A

NON PATENT LITERATURE DOCUMENTS

Examiner Initials*	Cite No. ¹	Include name of the author (in CAPITAL LETTERS), title of the article (when appropriate), title of the item (book, magazine, journal, serial, symposium, catalog, etc.), date, page(s), volume-issue number(s), publisher, city and/or country where published.	T ²
	25	ALLIMADI, MILTON, Workforce Management Systems Respond to Challenges With More Sophisticated Products, Call Center Magazine, 04-01-1999.	
	26	BROWN, DARTANYAN L., TeamAgenda Puts Groups on Schedule, MacWeek, 11-19-1991, pg. 8, v. 5, no. 40.	
	27	DURR, BILL, Inbound Scheduling Nightmares: Cursing the Darkness or Lighting a Candle, Telemarketing Magazine, 01-01-1994, pgs. 44-48, v. 12, no. 7.	
	28	HIGGINS, STEVE, MediaWorks Offers Mac Work-Group Program, PC Week, 10-21-1991, pgs. 85, v. 8, no. 42.	
	29	West Teleservices 1996 Annual Report, 1997, pg. 5, United States.	
	30	West Teleservices 1997 Annual Report, 1998, pg. 6, United States.	
	31	West Teleservices 1998 Annual Report, 1999, pg. 6-7, United States.	
	32	West Teleservices 1999 Annual Report, 2000, pg. 3, United States.	

Examiner Signature	/Brandi Parker/	Date Considered	11/22/2008
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